

# Schedule 9

## Directory Assistance

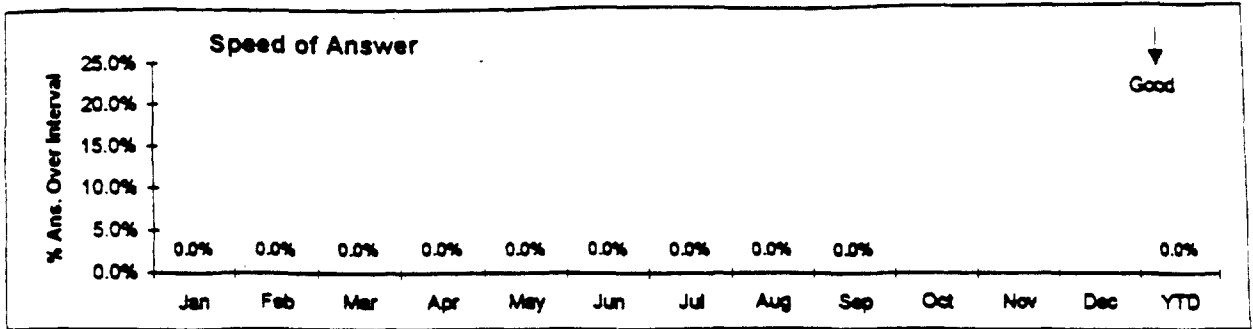
**COMPANY "XYZ"**

**DIRECTORY ASSISTANCE**  
**QUALITY INITIATIVE ANALYSIS REPORT**

**FOR**

**SEPTEMBER 1996**

COMPANY "XYZ"  
Directory Assistance for 1/1/96 to 9/30/96



This Report Does Not Represent Actual Results.  
Displayed For Illustrative Purposes Only.

**This Section Will Display  
Customer Specific Data**

## Directory Assistance Glossary and Calculation Data

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### GLOSSARY

**Answer Interval**                      The maximum amount of time an operator has to answer a call.

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### CALCULATIONS

**Speed of Answer**                      The Speed of Answer is calculated by dividing the number of calls not answered within the answer interval by the total number of calls in the reporting period.



# Schedule 10

## White Pages Listings

**COMPANY "XYZ"**

**WHITE PAGES LISTINGS**

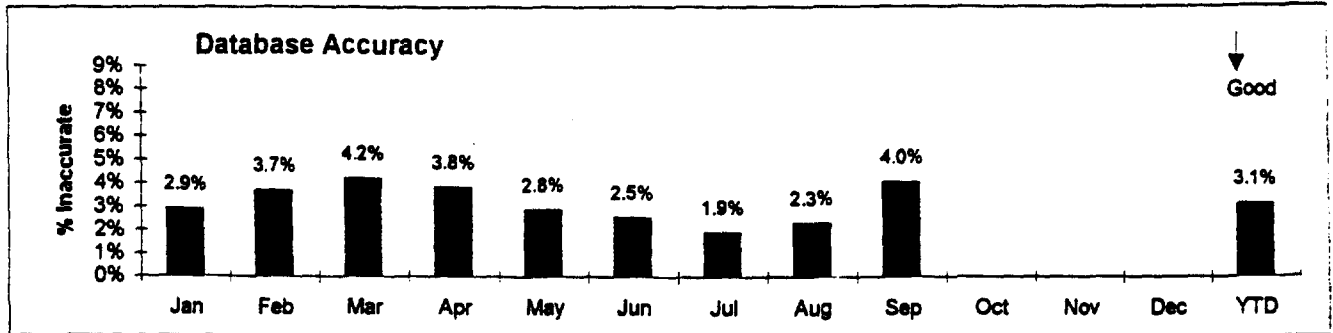
**QUALITY INITIATIVE ANALYSIS REPORT**

**FOR**

**SEPTEMBER 1996**



**COMPANY "XYZ"**  
**White Pages Listings for 1/1/96 to 9/30/96**



**This Section Will Display  
Customer Specific Data**

## White Pages Listings Glossary and Calculation Data

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### GLOSSARY

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### CALCULATIONS

#### Database Accuracy

Database Accuracy is calculated by dividing the number of inaccurate database entries by the total number of database entries in the reporting period.



# **Schedule 11**

**E911/911**

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**COMPANY "XYZ"**

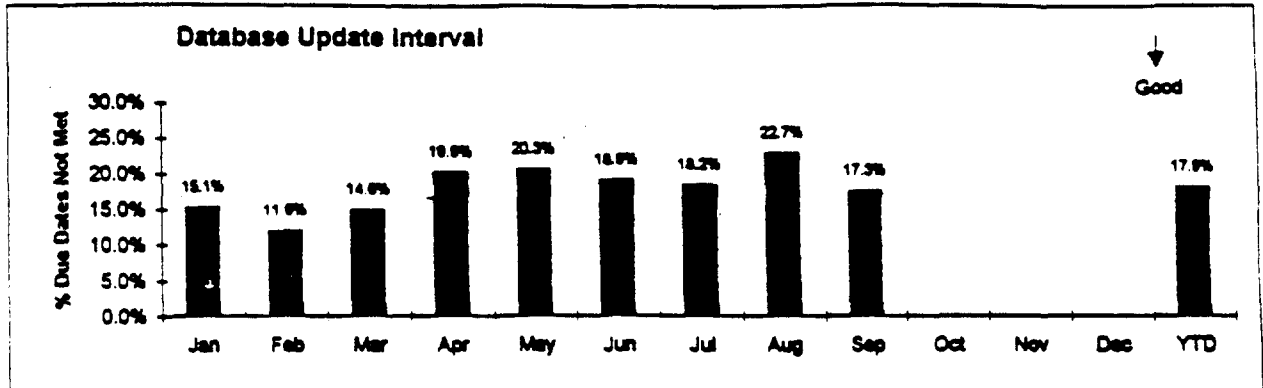
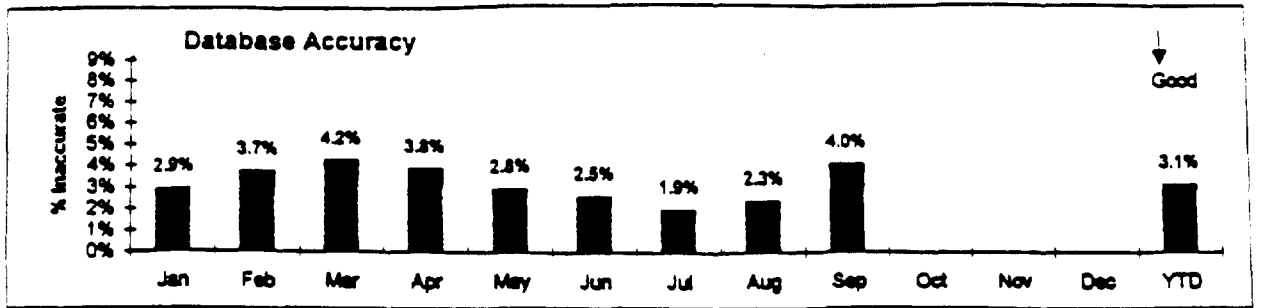
**E911/911**

**QUALITY INITIATIVE ANALYSIS REPORT**

**FOR**

**SEPTEMBER 1996**

COMPANY "XYZ"  
E911/911 Performance for 1/1/96 to 9/30/96



**This Section Will Display  
Customer Specific Data**



## E911/911 Glossary and Calculation Data

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### GLOSSARY

Database Due Dates	The date the database update is due.
Database Update Interval	The amount of time allotted for updating the database.

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### CALCULATIONS

Database Accuracy	Database Accuracy is calculated by dividing the number of inaccurate database entries by the total number of database entries in the reporting period.
Database Update Interval	The Database Update Interval is calculated by dividing the number of missed database update due dates by the total number of database update due dates in the reporting period.



# Schedule 12

## SS7

**COMPANY "XYZ"**

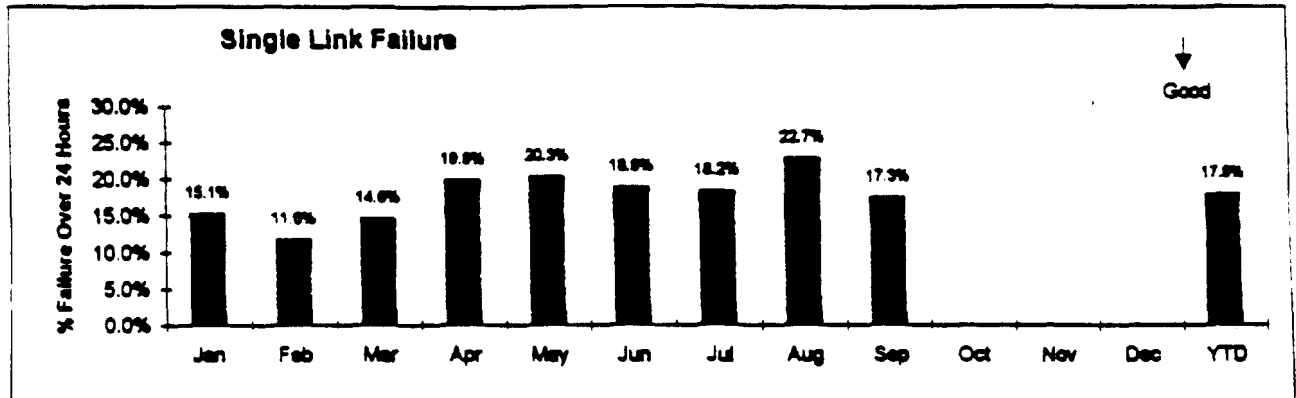
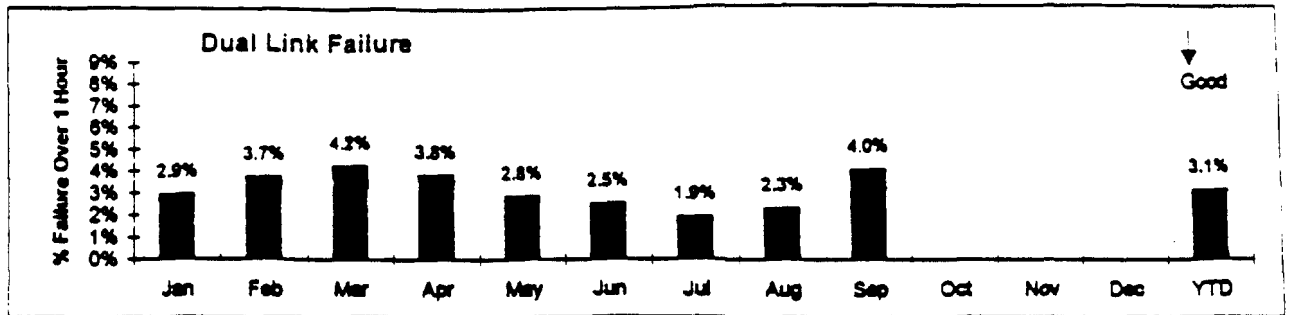
**SS7**

**QUALITY INITIATIVE ANALYSIS REPORT**

**FOR**

**SEPTEMBER 1996**

COMPANY "XYZ"  
SS7 Performance for 1/1/96 to 9/30/96



**This Section Will Display  
Customer Specific Data**

## SS7 Glossary and Calculation Data

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### GLOSSARY

Dual Link Failure

Single Link Failure

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### CALCULATIONS

Dual Link Failure

Dual Link Failure is calculated by dividing the number of dual link failures over 1 hour by the total number of dual link failures in the reporting period.

Single Link Failure

Single Link Failure is calculated by dividing the number of single link failures over 24 hours by the total number of single link failures in the reporting period.